

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of SEPTEMBER 2016

Ridership

	FFY16 SEP	FFY15 SEP	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	19,992	21,707	-8%	285,801	298,973	-4%
Piedmont	12,873	12,297	5%	152,175	161,487	-6%
Total	32,865	34,004	-3%	437,976	460,460	-5%

Number of Trains

Average Number of Passengers per Train

FFY16 SEP	FFY15 SEP	Service	FFY16 SEP	FFY15 SEP	Δ
56	60	Carolinian	357	362	-1%
116	115	Piedmont	111	107	4%

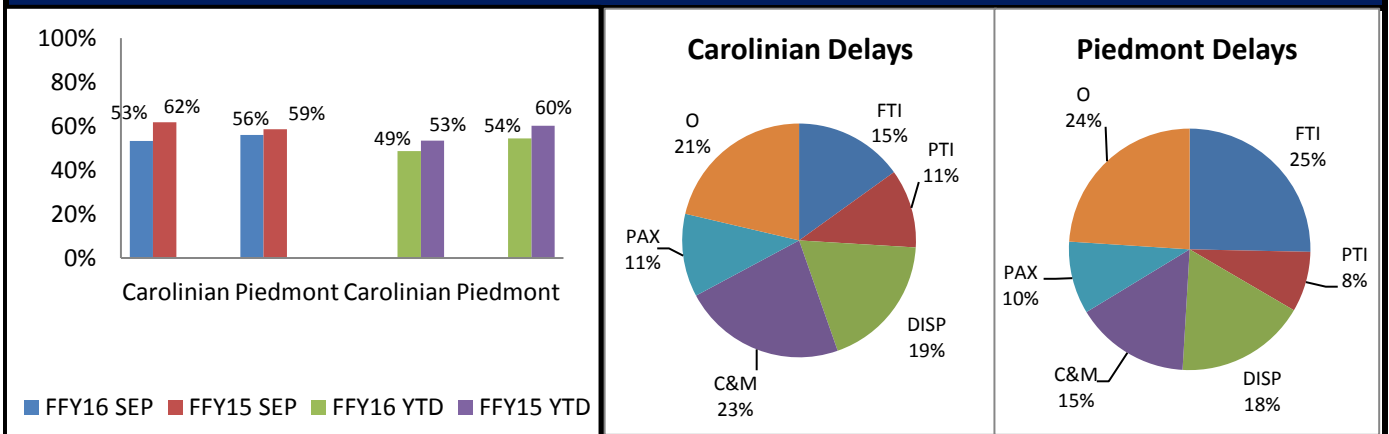
Revenue

	FFY16 SEP	FFY15 SEP	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,230,867	\$1,320,684	-7%	\$18,120,733	\$19,217,309	-6%
Piedmont	\$277,919	\$259,146	7%	\$3,213,742	\$3,304,601	-3%
Total	\$1,508,786	\$1,579,830	-4%	\$21,334,475	\$22,521,910	-5%

Amenities & Vending	Mo. Surcharge + Vending Income	\$21,970	Mo. Expense	\$4,975	Mo. Surplus	\$16,994
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September 2016 service modifications and annulments impacted four Piedmont trains and six Carolinian trains. On September 19, all Piedmont trains were annulled and Carolinian trains operated between New York and Raleigh only to accommodate PIP project work. On September 26 - 28, Carolinian trains operated between Raleigh and Charlotte only to accommodate CSX track work. Additional disruptions for PIP project work will continue to occur as necessary through completion of the project. Average gasoline prices were approximately equal in September 2016 and September 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 6,449 and 3,612 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction

	FFY16 AUGUST	FFY15 YEAR-END	Δ
Carolinian	76%	75%	1%
Piedmont	92%	90%	2%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall August eCSI for all Amtrak services was 81%.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Greensboro
3	Charlotte - Durham	Charlotte - Cary
4	Cary - Washington	Charlotte - Durham
5	Durham - Washington	Greensboro - Raleigh
6	Greensboro - Washington	Durham - Greensboro
7	Charlotte - New York	Cary - Greensboro
8	New York - Raleigh	Charlotte - HighPoint
9	Charlotte - Washington	Burlington - Charlotte
10	Washington - Wilson	Charlotte - Salisbury

*Of the ten city pairs with the highest ridership, from the previous FFY month Cary - Washington had the largest increase of 15% and Durham - Washington the largest decrease of 19% for the Carolinian; Charlotte - Salisbury had the largest increase of 43% and Durham - Greensboro the largest decrease of 15% for the Piedmont. Highlights indicate increased ridership from September 2015 for the station pairs.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 SEP	FFY15 SEP	Δ
Charlotte	12,274	12,026	2%
Raleigh	8,206	8,450	-3%
Greensboro	7,632	7,636	0%
Durham	5,673	5,995	-5%
Cary	4,444	4,486	-1%
High Point	2,155	2,381	-9%
Wilson	2,024	2,389	-15%
Burlington	1,742	1,750	0%
Rocky Mount	1,445	1,372	5%
Salisbury	1,442	1,486	-3%
Kannapolis	1,309	1,312	0%
Selma-Smithfield	589	602	-2%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY16 SEP	FFY16 YTD
Train Host Volunteer Hours	753	12,254

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